

Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Provider Number | Hospital Name | Address 1 |
|-----------------|--------------------------------------|---------------------------|
| 050262 | RONALD REAGAN UCLA MEDICAL CENTER | 757 WESTWOOD PLAZA |
| 100289 | CLEVELAND CLINIC HOSPITAL | 3100 WESTON RD |
| 210009 | THE JOHNS HOPKINS HOSPITAL | 600 NORTH WOLFE STREET |
| 210029 | JOHNS HOPKINS BAYVIEW MEDICAL CENTER | 4940 EASTERN AVENUE |
| 220071 | MASSACHUSETTS GENERAL HOSPITAL | 55 FRUIT STREET |
| 220110 | BRIGHAM AND WOMEN'S HOSPITAL | 75 FRANCIS STREET |
| 330101 | NEW YORK-PRESBYTERIAN HOSPITAL | 525 EAST 68TH STREET |
| 340030 | DUKE UNIVERSITY HOSPITAL | PO BOX 3708 DUMC ERWIN RD |
| 360180 | CLEVELAND CLINIC | 9500 EUCLID AVENUE |

Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Address 2 | Address 3 | City | State |
|-----------|-----------|-------------|-------|
| | | LOS ANGELES | CA |
| | | WESTON | FL |
| | | BALTIMORE | MD |
| | | BALTIMORE | MD |
| | | BOSTON | MA |
| | | BOSTON | MA |
| | | NEW YORK | NY |
| | | DURHAM | NC |
| | | CLEVELAND | OH |

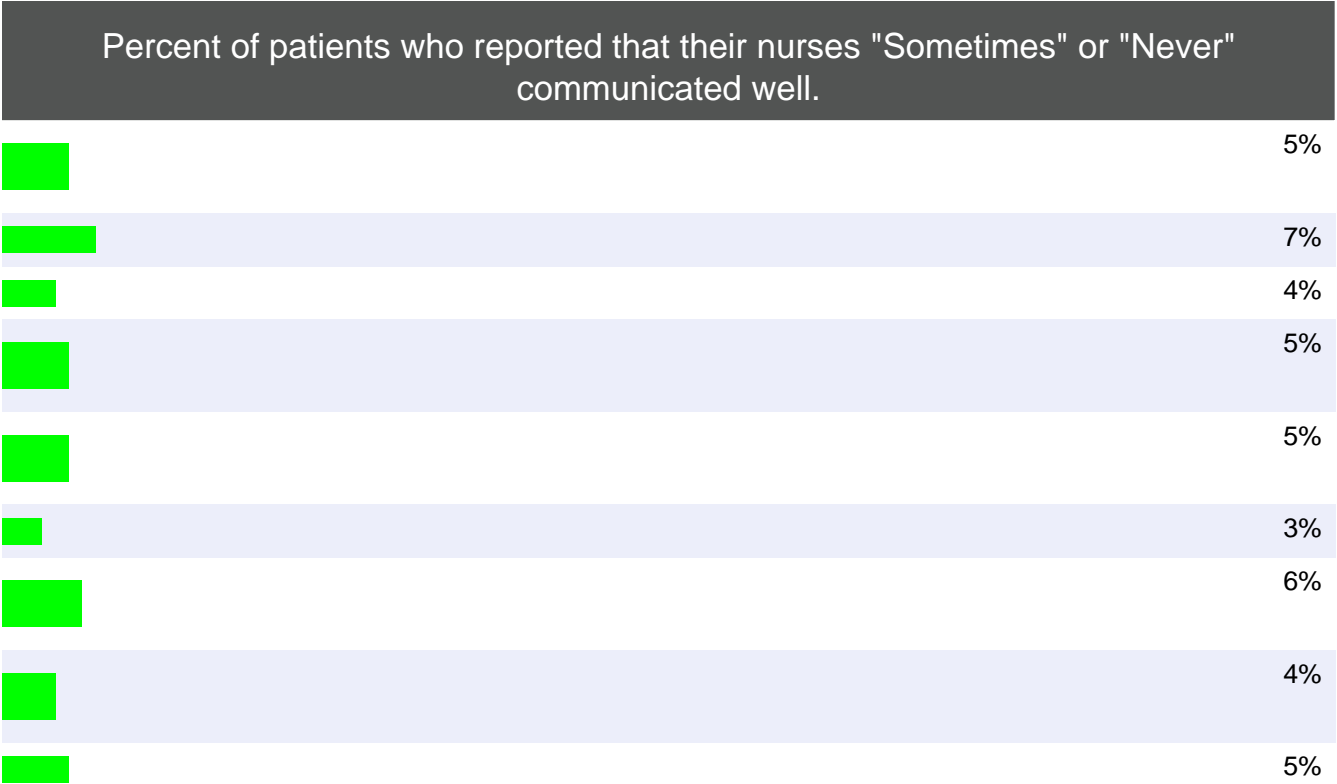
Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| ZIP Code | County Name | Phone Number (Old) |
|----------|----------------|--------------------|
| 90095 | LOS ANGELES | |
| 33331 | BROWARD | |
| 21287 | BALTIMORE CITY | |
| 21224 | BALTIMORE CITY | |
| 02114 | SUFFOLK | |
| 02115 | SUFFOLK | |
| 10021 | NEW YORK | |
| 27710 | DURHAM | |
| 44195 | CUYAHOGA | |

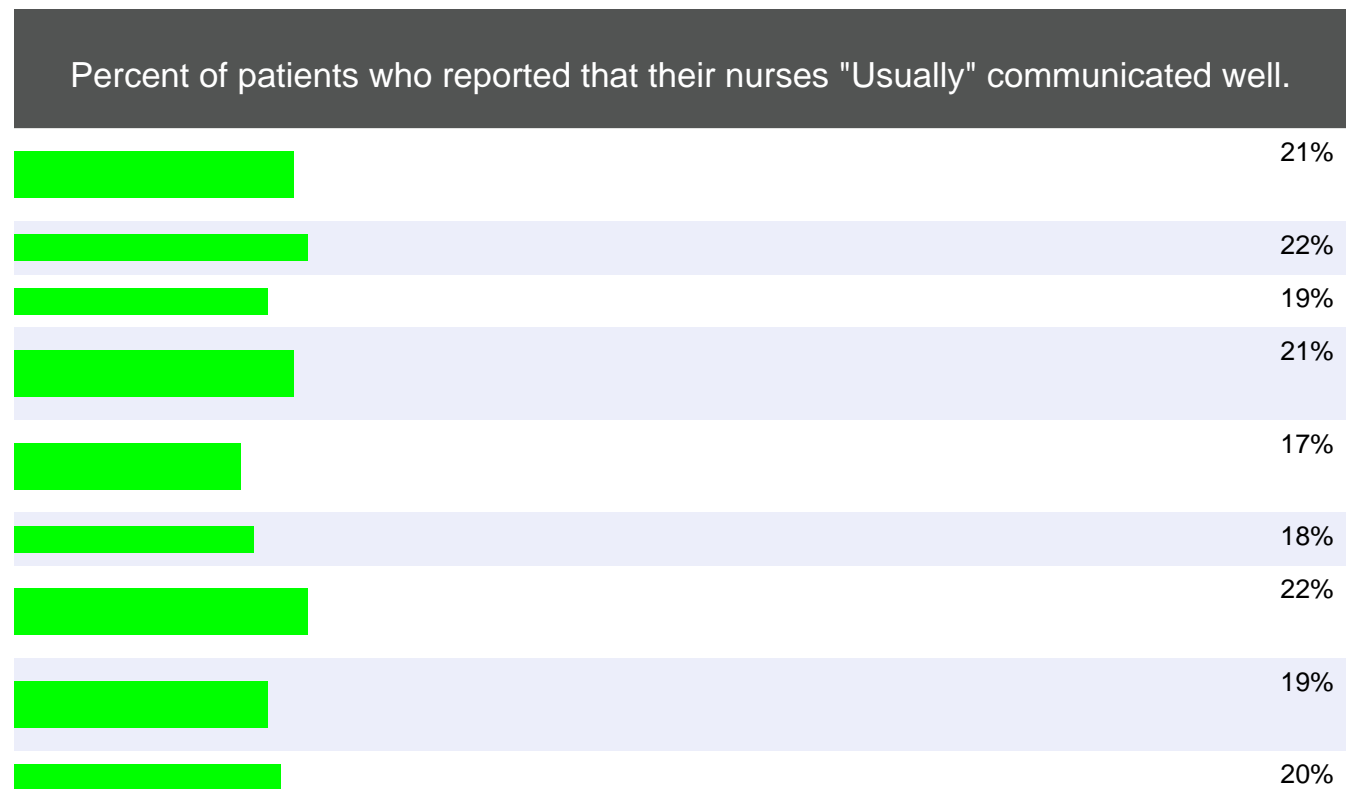
Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

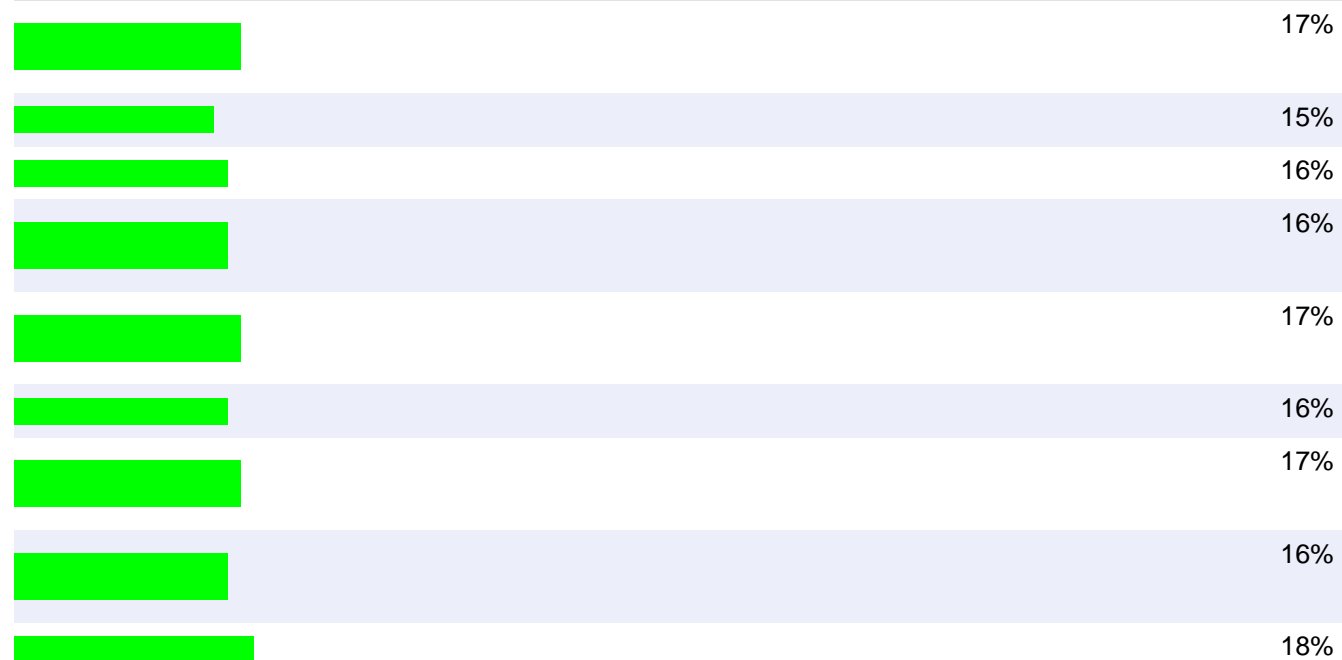
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

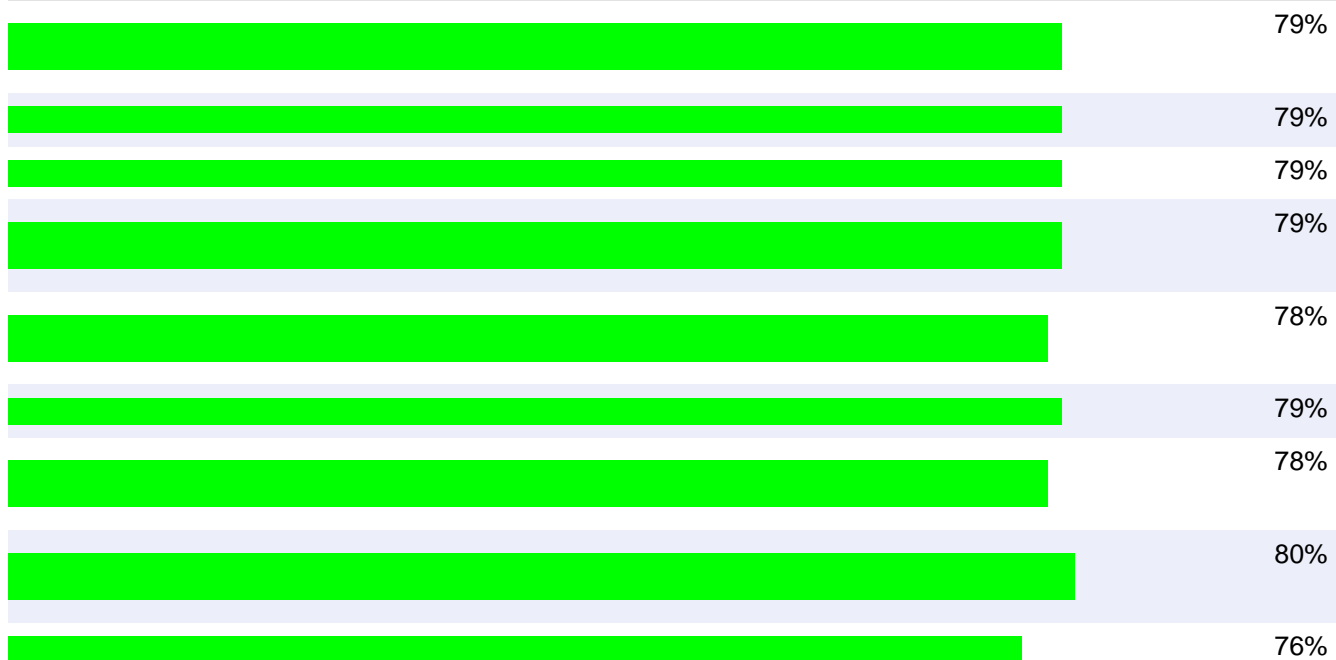
Percent of patients who reported that their doctors "Usually" communicated well.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

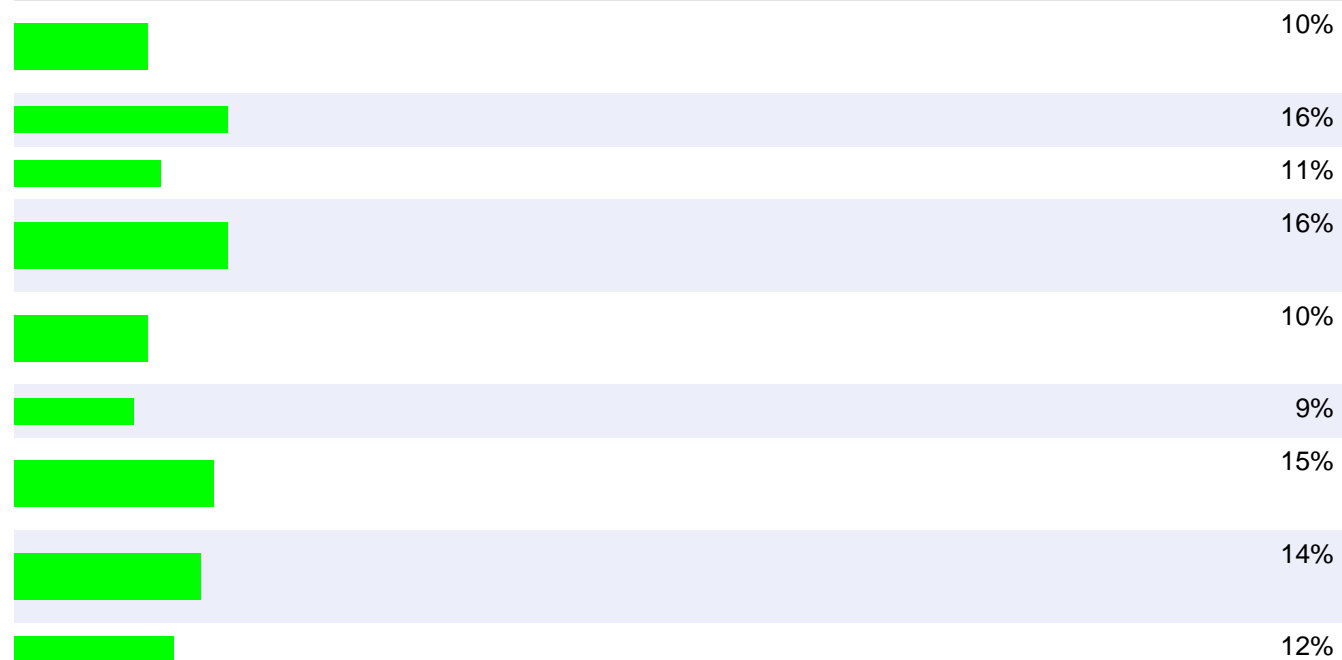
Percent of patients who reported that their doctors "Always" communicated well.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)



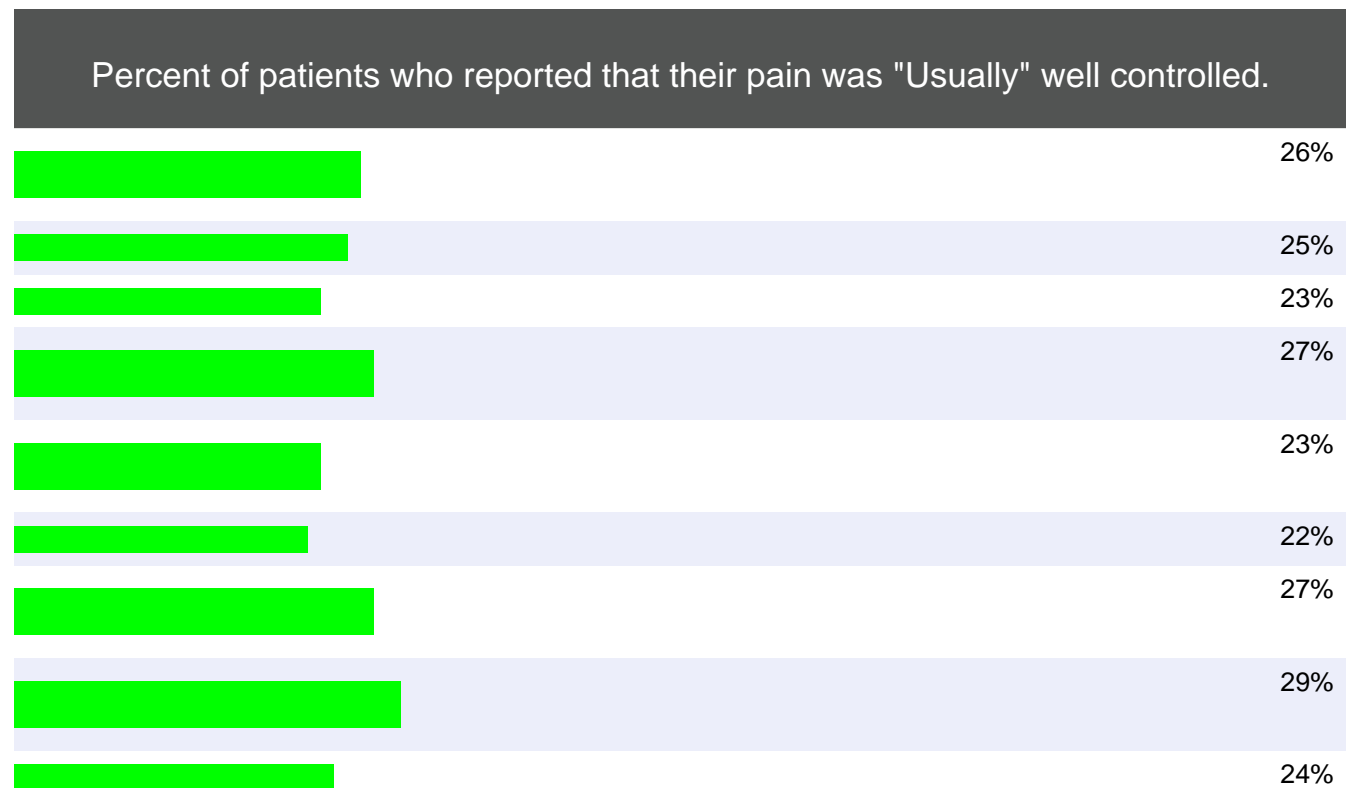
Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

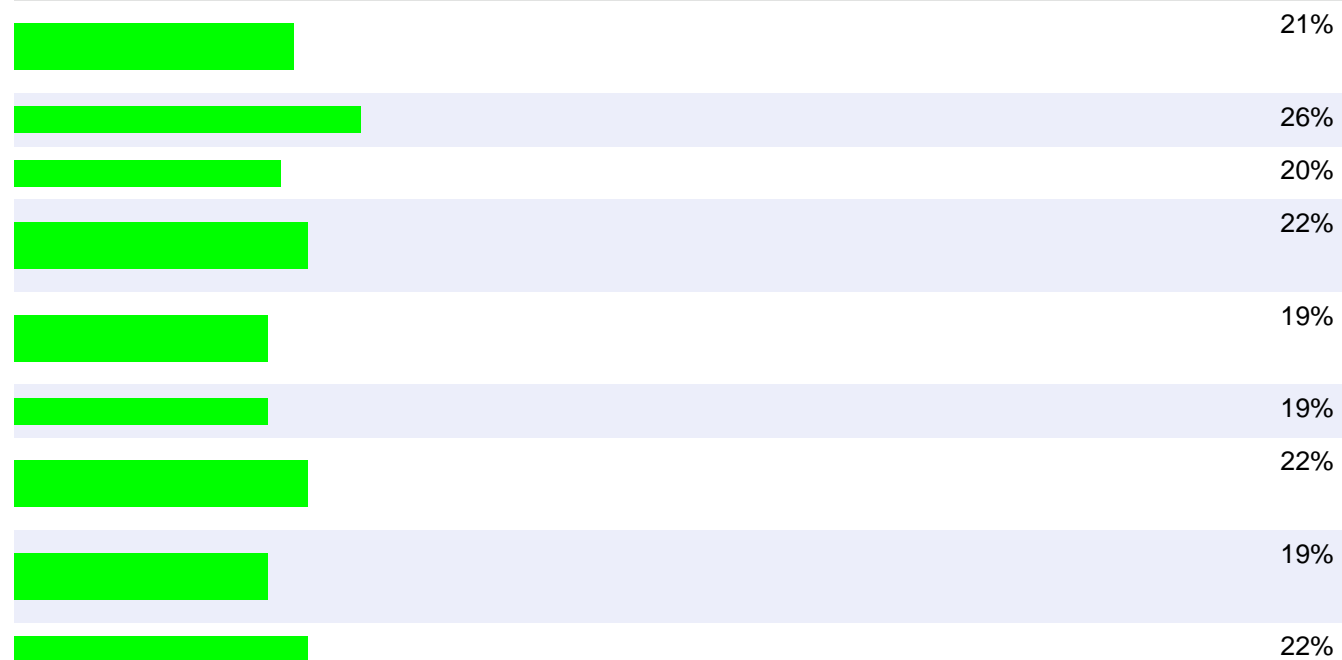
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

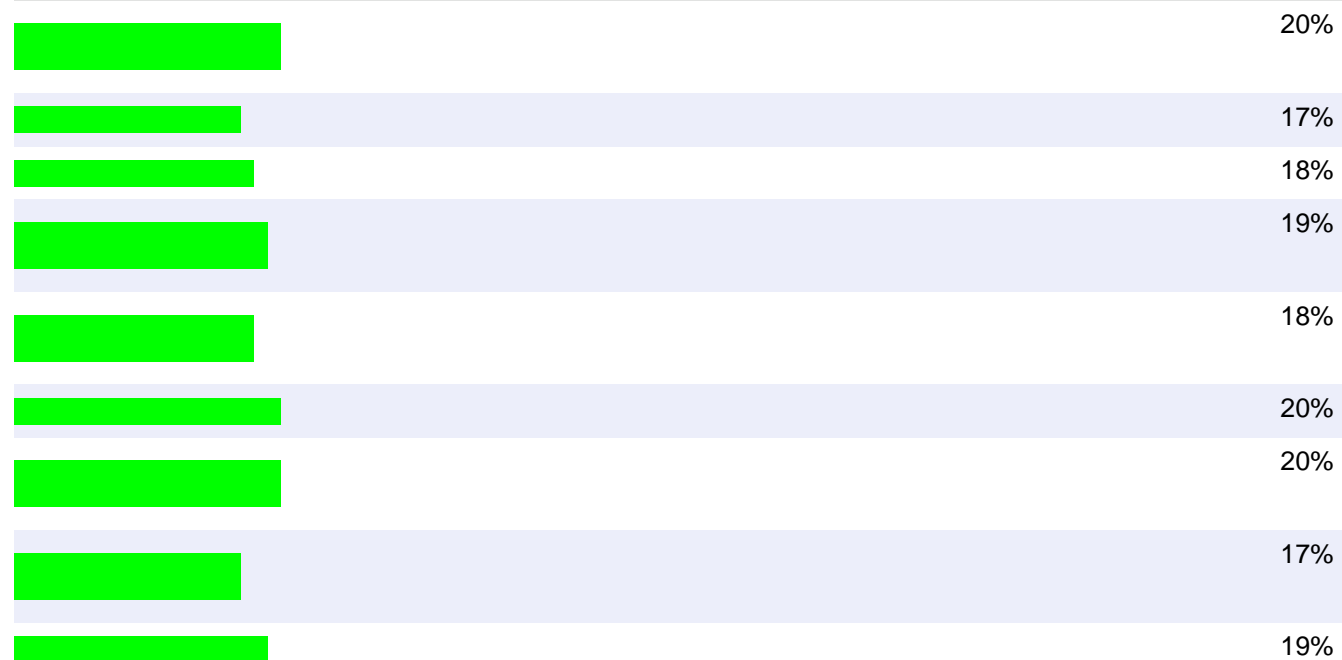
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

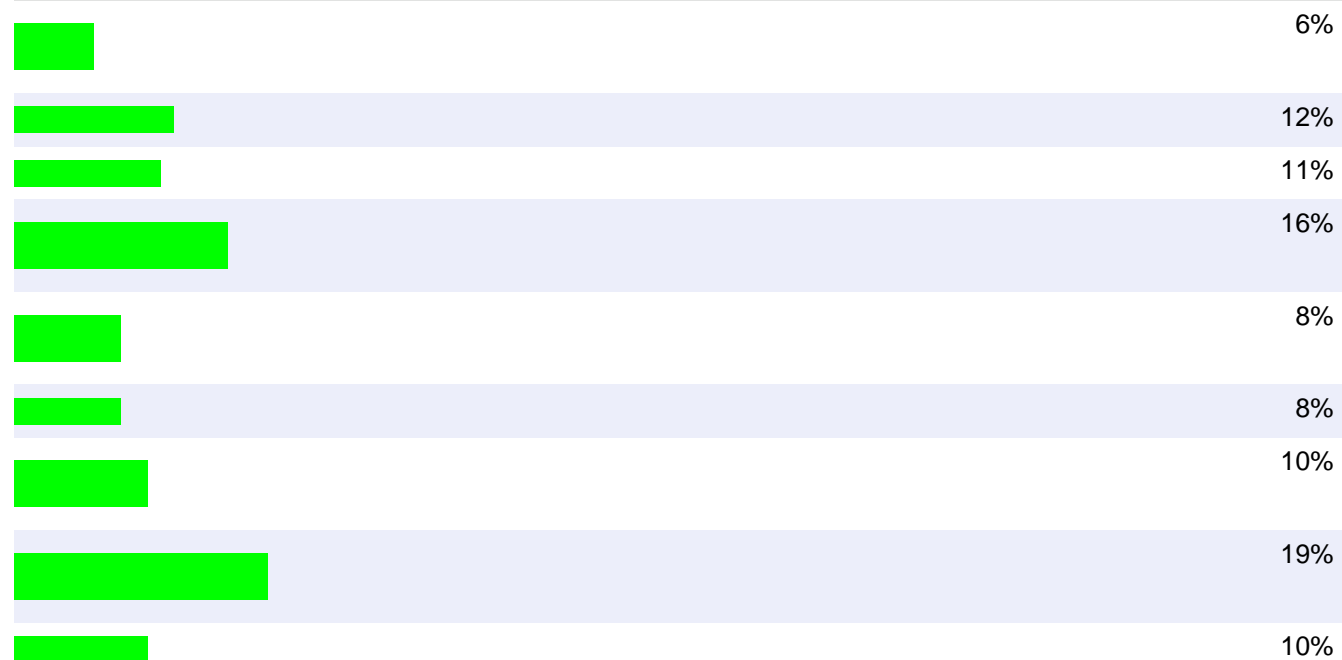
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

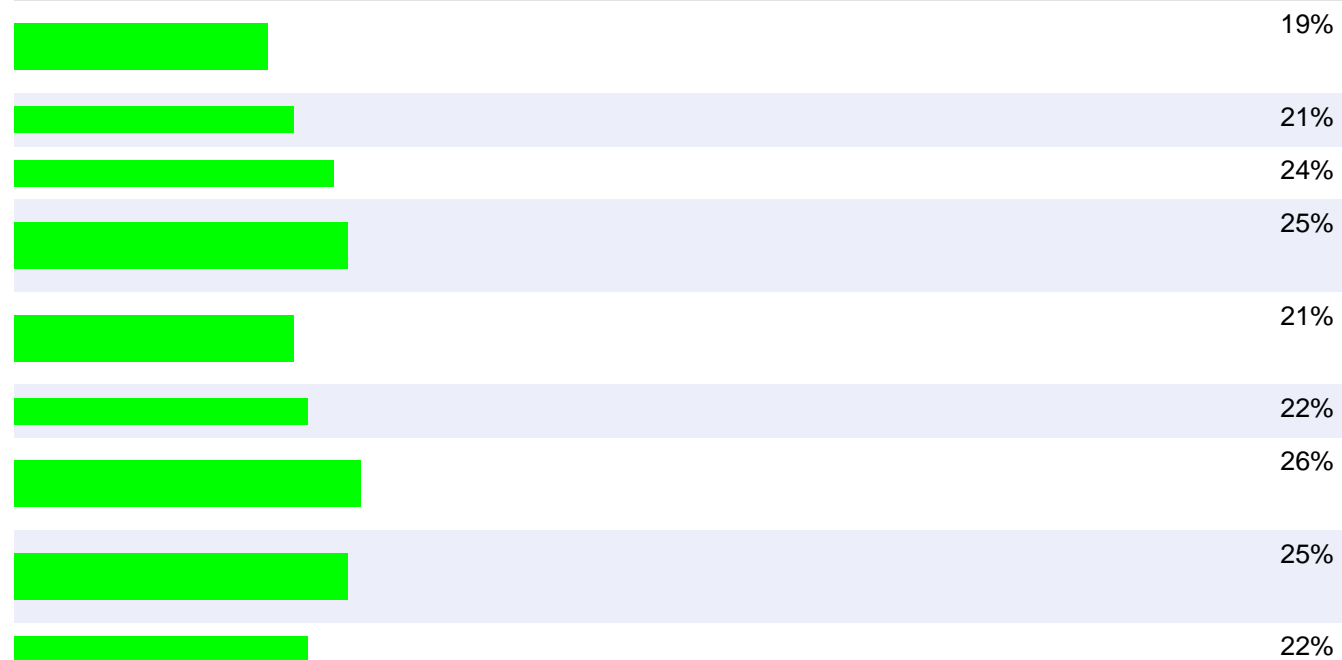
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

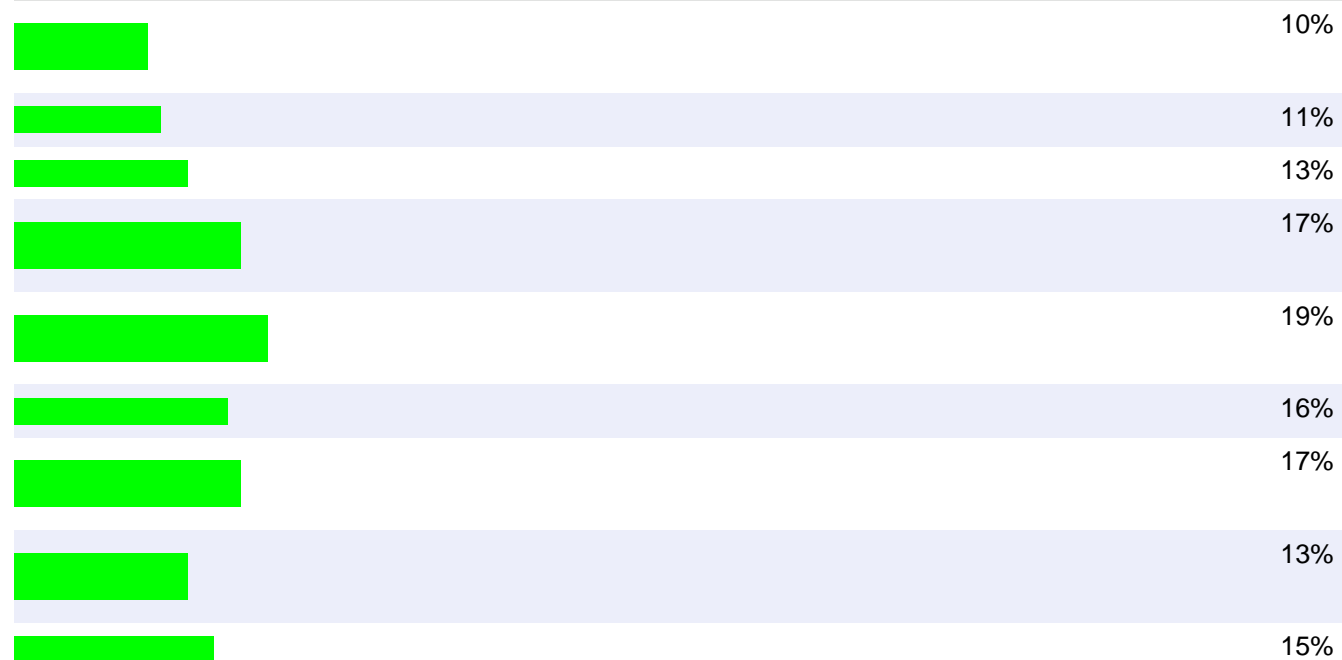
Percent of patients who reported that their room and bathroom were "Always" clean.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

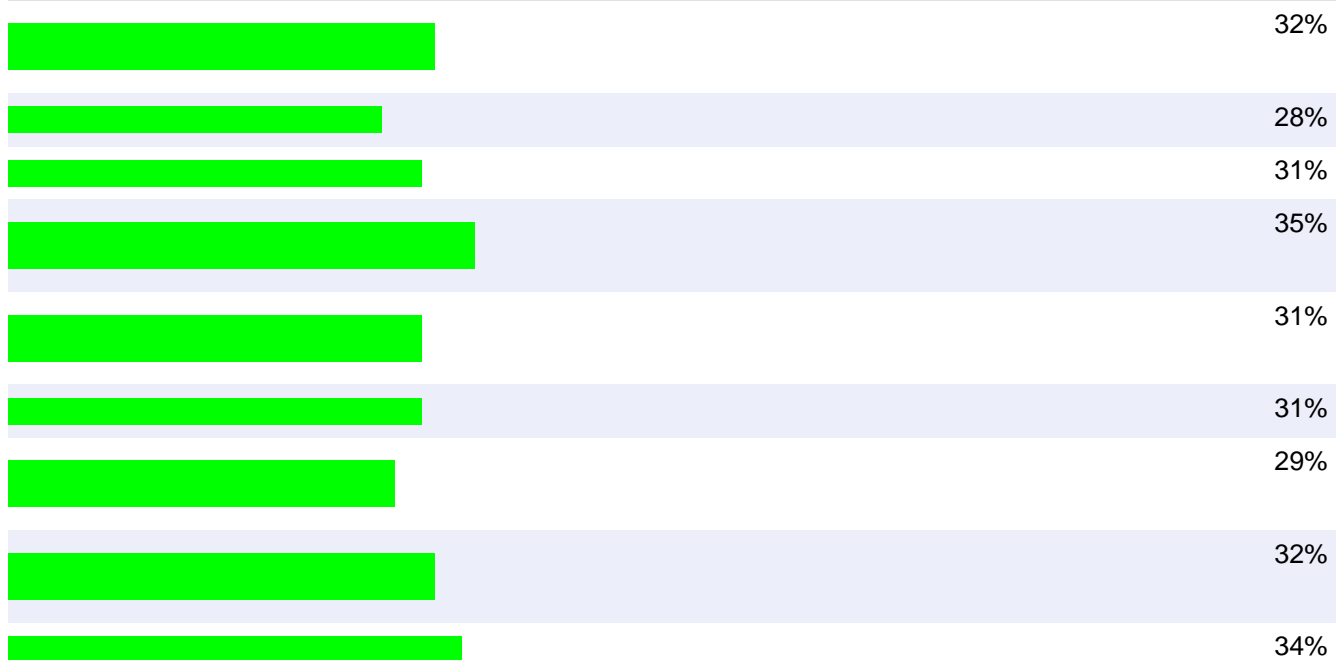
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



Best

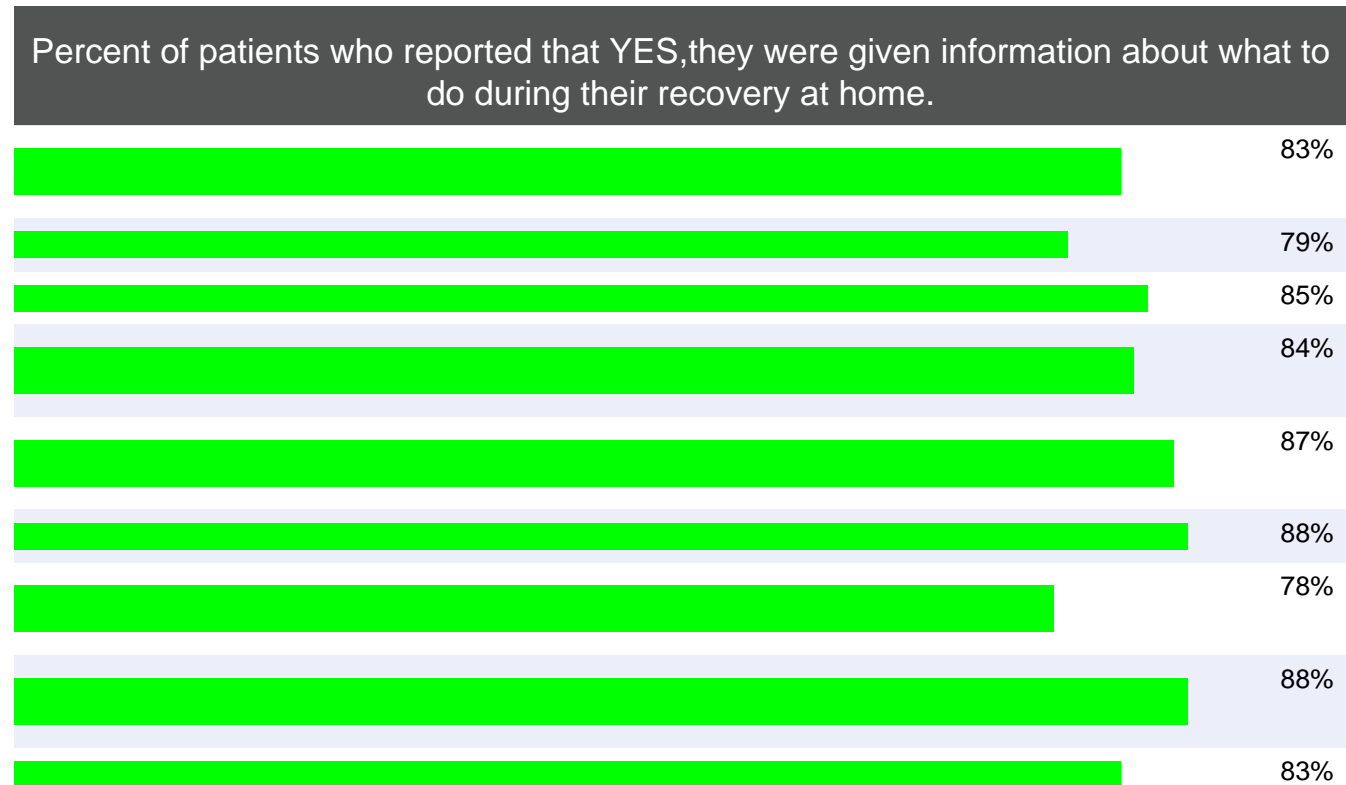
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.



Best

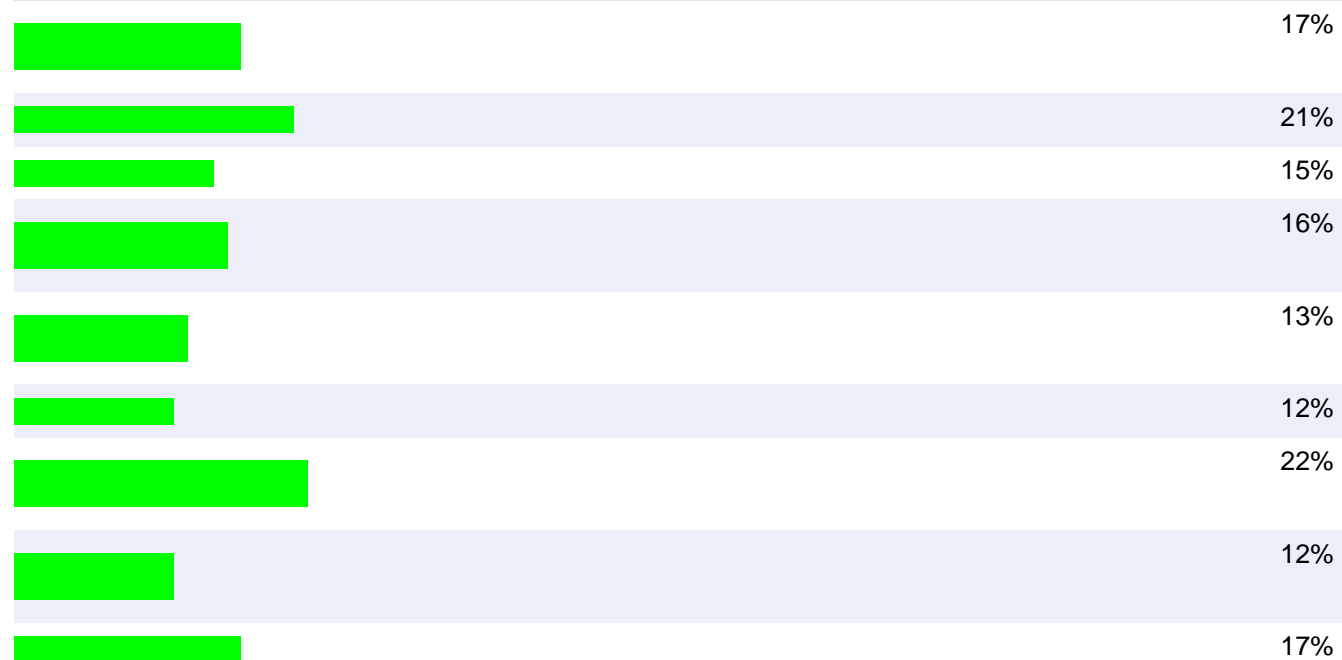
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

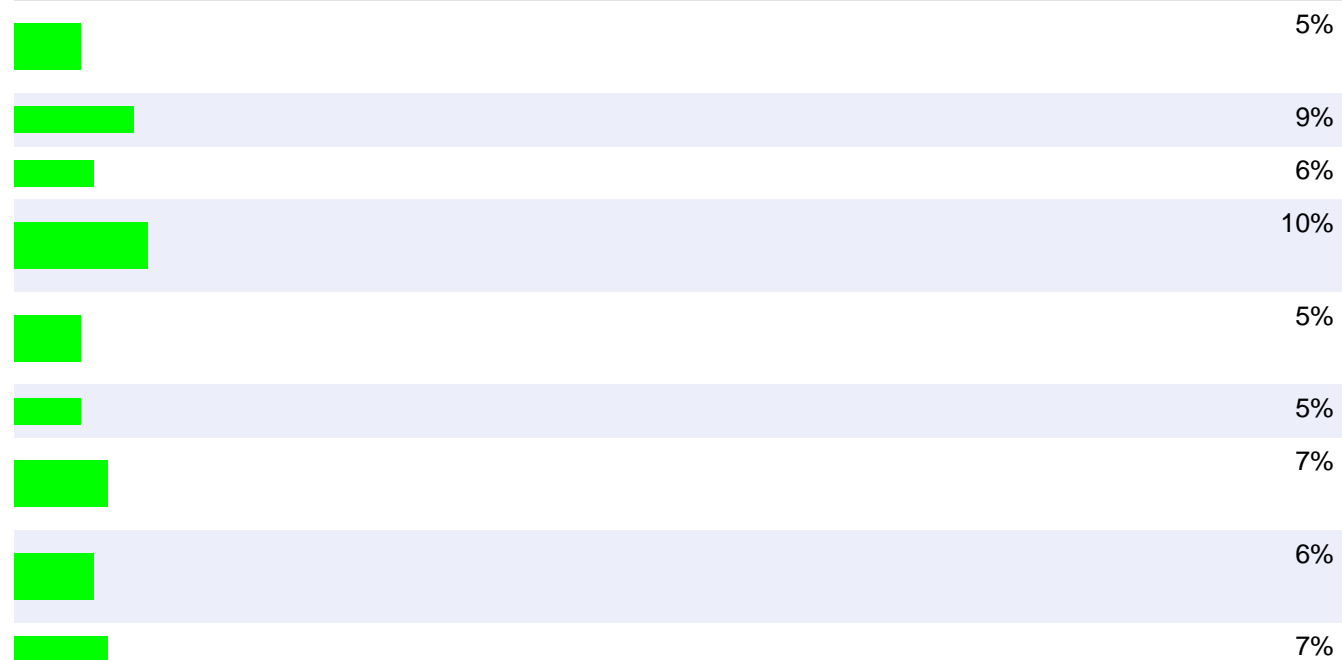
Percent of patients who reported that they were not given information about what to do during their recovery at home.



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

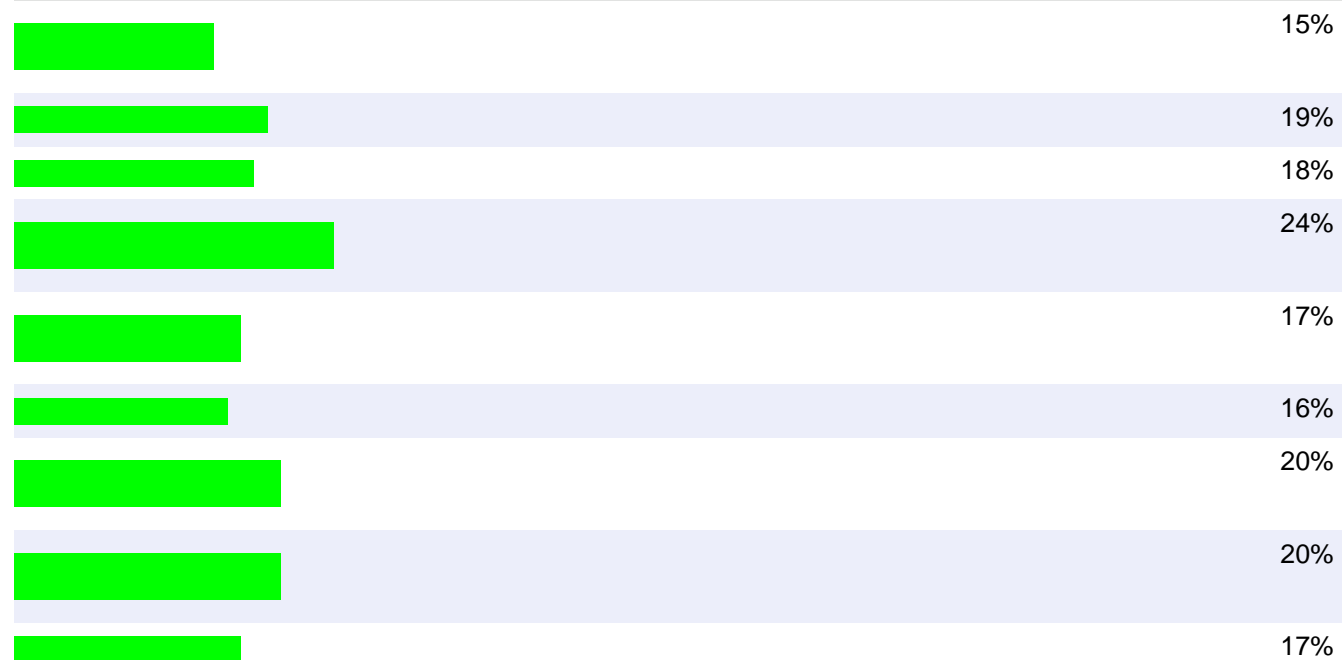
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



Best

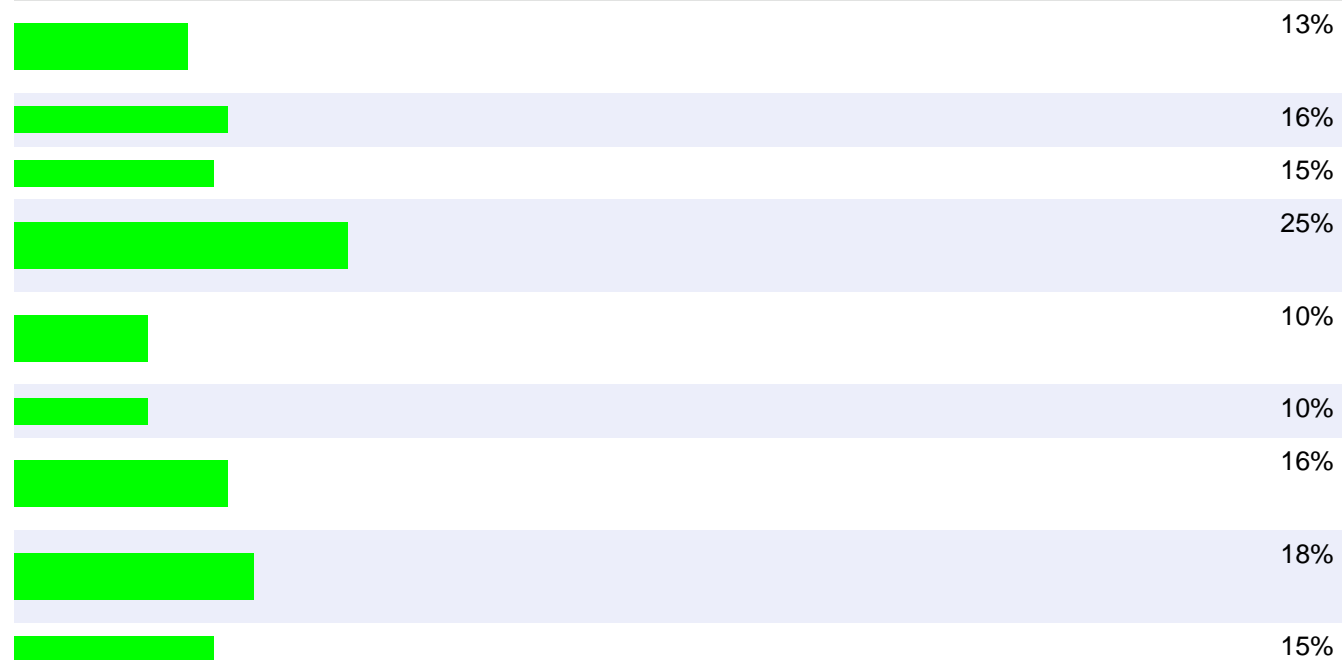
Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

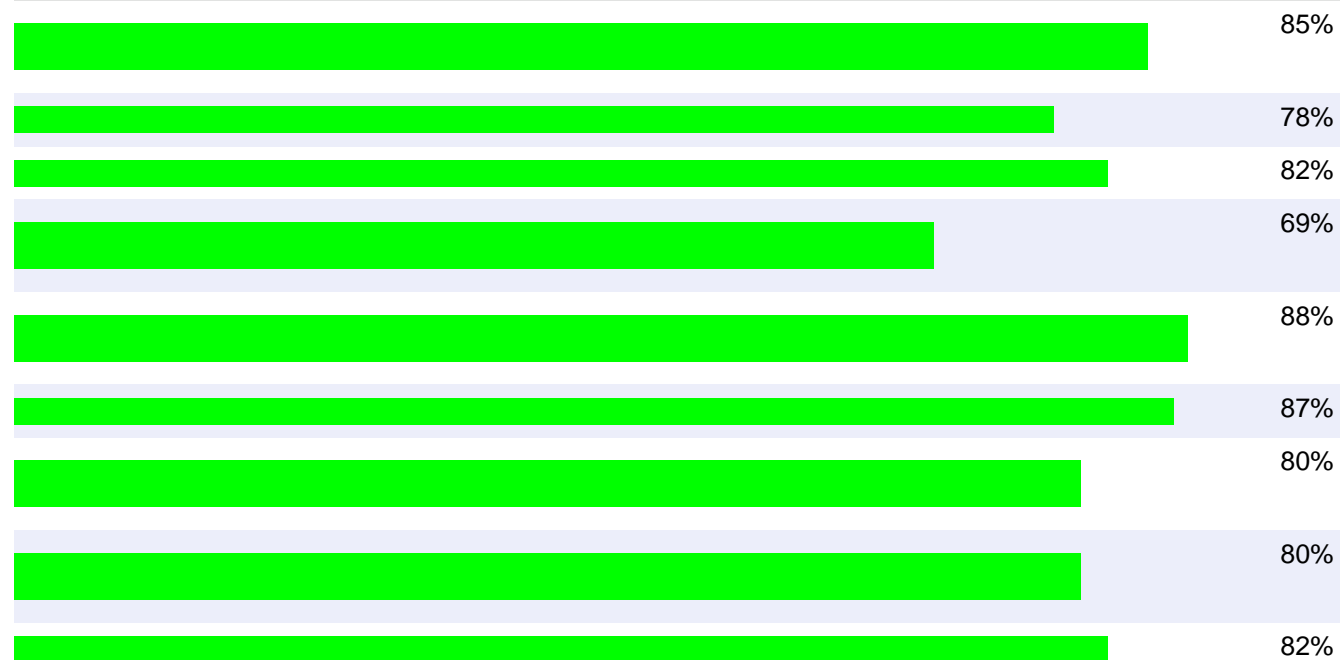
Percent of patients who reported YES,they would probably recommend the hospital.



Best

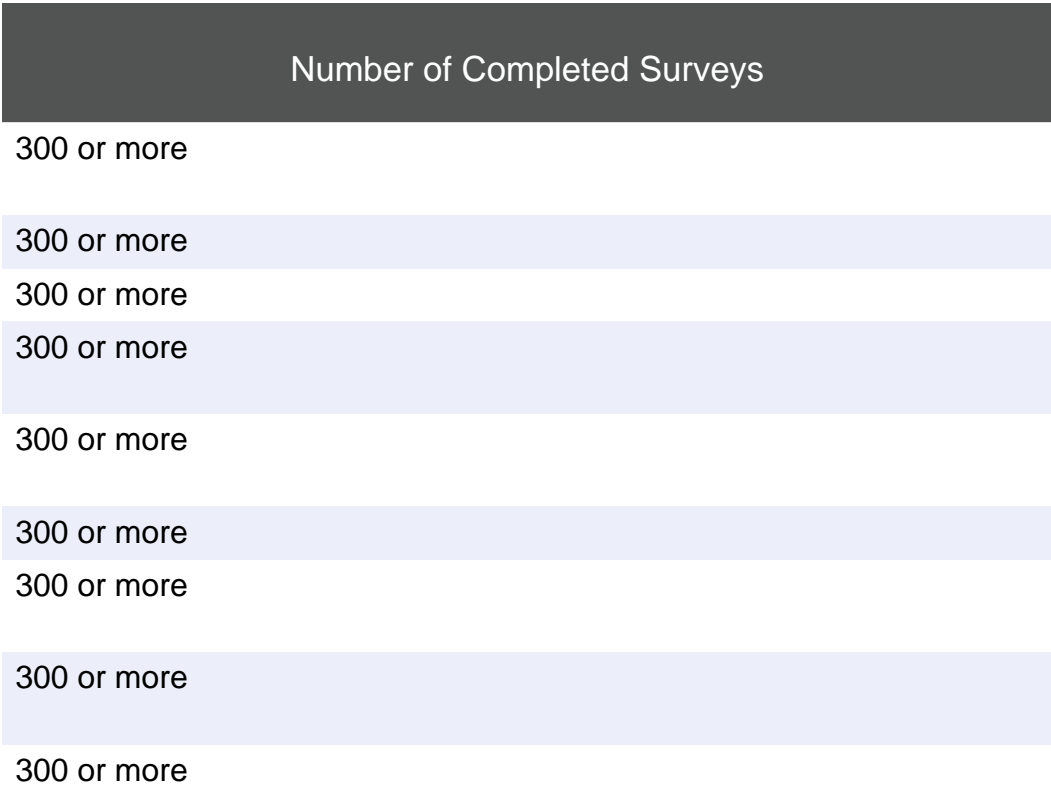
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.








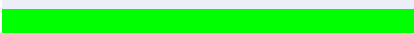


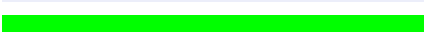
Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Survey Response Rate Percent | Survey Footnote |
|--|-----------------|
|  | 35% |
|  | 37% |
|  | 30% |
|  | 25% |
|  | 31% |
|  | 38% |
|  | 28% |
|  | 31% |
|  | 39% |

Best

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Hospital Footnote